

## **Reprise Software Privacy and GDPR Policy**

Last update: Feb 7, 2020

### **Reprise Privacy Policy**

Reprise Software is a business-to-business (B2B) software company. As such, we collect no personal information from our customers or prospects beyond the customer's name and company email address.

In particular, Reprise *does not collect and/or store* any of the following information:

- personal phone #s (note 1)
- personal email addresses (note 1)
- personal (physical) addresses
- social security numbers
- photographs

Reprise does collect credit card or PayPal information to process orders; however we do not store or keep this information after the order is processed.

Note 1: If requested by a customer or prospect, Reprise may agree to collect a customer's personal phone # or email address on a temporary basis.

Reprise *does* collect some or all of the following information from our customers:

- company name
- company physical address
- company phone#, fax#
- company size
- company industry
- contact (person) name in company
- contact person's company email address

Reprise *never* shares any of this information with any other company or individual with the exception of accountants and third parties who provide professional services to us.

### **GDPR**

For the purposes of the EU GDPR regulations, Reprise operates both as a Controller and as a Processor.

#### **Reprise as a Controller**

Operating as a Controller, we store the information as specified in our privacy policy, above. This information is generally available to Reprise Employees online in our Activation Pro product, which is protected as specified in the Processor section, below.

In addition, some customer data is stored (non-internet-accessible) on various internal systems.

## **Reprise as a Processor**

Operating as a Processor, Reprise provides services to our customers for the following Reprise products:

- ***Activation Pro*** (hosted)
- ***RLMCloud***

### **Activation Pro (hosted)**

Reprise stores customer's data (as well as Reprise's own customer data) on our hosted activation servers. These servers have only a single administrative login used by Reprise support personnel. Each customer's data is accessed via a 2-tier password system.

Nothing in the Activation Pro software requires storage of any customer information, although the data our customers may store in these systems is not controlled by Reprise.

These systems are backed up to a separate system, which has no outside access other than through a (single) Reprise administrative login.

### ***RLMCloud***

Reprise stores none of our customer data on the ***RLMCloud*** system, other than company names (name only) for our RLM Personal Edition product. Our customers may store some customer information there, if they choose to do so, however ***RLMCloud*** requires only a unique company name and abbreviation, and no personally-identifiable information.

As is the case with Activation Pro, the ***RLMCloud*** administrative server is backed up to a separate system, which has no outside access other than through a (single) Reprise administrative login.

***RLMCloud*** also provides independent license server machines to our customers (one or more for each customer). None of our customer's end-user's data other than license transaction information is stored on these servers. These servers are not backed up, as all configuration data can be recreated from the ***RLMCloud*** administrative server. Our customers decide how long to preserve this license transaction data. In addition, our customers (and their end-users) decide how and when they download license transaction data from these servers.